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# **Developing a Disability Management Plan to “Get to Green”**

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**Computer/Electronic Accommodations**



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# The Big Picture



- Legal Climate

- Rehabilitation Act - Sections 501, 504, 508
- EEOC Reasonable Accommodation Guidance
- Telecommunications Act - Section 255
- Americans with Disabilities Act



- Political Climate

- Individuals with Disabilities Education Act
- Department of Labor Office of Disability Employment Policy
- President Bush – New Freedom Initiative
- President's Management Agenda
  - Budget and Performance Integration
  - Expanded Electronic Government
  - Improved Financial Performance
  - Competitive Sourcing
  - Strategic Management of Human Capital





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# The Big Picture

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- Human Capital Standards and Scorecard
  - Strategic Alignment
  - **Workforce Planning and Deployment**
  - Leadership and Knowledge Management
  - Results-Oriented Performance Culture
  - **Talent**
  - **How green are you?**





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# Creating Your Disability



## ~~Management Plan~~

- Identify organizational structure
- Identify human capital strategies
- Identify human capital solutions
- Engage management
- Report to stakeholders





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# Identify

# Organizational Structure



- Review your agency's organizational chart
  - Hierarchy, Location, Communications channels
- Determine target populations
  - Human Resources
  - EEO
  - Supervisors
  - Workers' Compensation
  - Telework
  - Disability Program Managers
    - Full-time/collateral duty





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# Identify

# Human Capital Strategies



- What are your current employment issues?
  - DoD – Prevent predicted staff shortage, Increase diversity
  - DOL – SES predicted retirements
  - SSA – Redeploy staff from HQ to direct services
- General government employment issues:
  - Turnover rates
  - Diversity and disability goals
  - Workers' Compensation costs
  - Failure to reach Telework goals
  - Disability retirement costs



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# Identify Human Capital Solutions

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- Recruitment/Hiring
  - Accommodation
  - Retention
- 
- *What are your focus areas?*



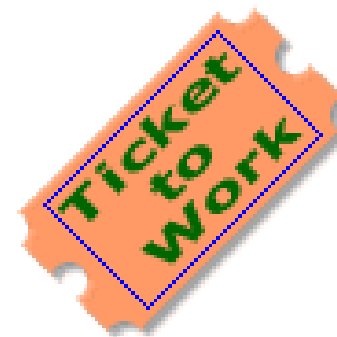


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# Recruitment and Hiring



- Executive Order 13163: Increasing Employment of Individuals with Disabilities to Be Employed in the Federal Government
- Affirmative Action Plans
- Placement Authorities
  - Schedule A/B
  - VA Exceptions
- Workforce Recruitment Program for College Students with Disabilities
- Employer Assistance Referral Network (EARN)
- Ticket to Work
  - State Rehabilitation Services
  - Disability Network
- Internal Resume/Candidate Banks







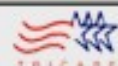
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# Accommodation



- Executive Order 13164: Requiring Federal Agencies to Establish Procedures to Facilitate the Provision of Reasonable Accommodation
- EEOC Guidance: Establishing Procedures to Facilitate the Provision of Reasonable Accommodation
- Job Accommodation Network
- Computer/Electronic Accommodations Program
- Assistive Technology Centers
  - DoD CAPTEC
  - USDA TARGET Centers (HQ and Midwest)
  - DOI Accessible Technology Center
  - DOT Disability Resource Center
  - Ed's AT Program
  - GSA AT Showcase
- State Vocational Rehabilitation Services



[CAP Services](#)[Accommodation Process](#)[CAP Request Forms](#)[CAPTEC](#)[ABOUT CAP  
PROGRAMS  
WHAT'S NEW  
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## Learn what CAP services can do for...

[Our  
Customers](#)[People  
with  
Disabilities](#)[Government  
Managers](#)

Welcome to CAP! Providing real solutions for real needs to ensure people with disabilities have equal access to the information environment and opportunities in the Department of Defense and throughout the Federal government is our mission. The Department of Defense established the Computer/Electronic Accommodations Program in 1990 to... [Learn More](#)

### SPOTLIGHT

#### [National Training Conference Deaf and Hard of Hearing Government Employees](#)



Learn how CAP can support your employees on

#### [CAP Training - Los Angeles](#)



FREE CAP training on Thursday, March 20, 2003, 2:30pm to 4:30pm in Los Angeles, CA. Please register for this

### MORE NEWS

- [CSUN's 18th Annual International Conference](#)
- [A Symposium On Employee and Labor Relations \(SOELR\)](#)

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## Accommodation Process

### Overview

- [Needs Assessment](#)
- [Accommodation Solution](#)
- [Request Submission](#)
- [Training](#)
- [Customer Care](#)



The success of the CAP accommodation process begins with your involvement in the identification of the appropriate accommodation solutions. In order for CAP to expedite your request, follow the five step process: 1) needs assessment, 2) Accommodation Solution, 3) complete and submit the CAP Request Form, 4) identify if training is required and 5) feedback on customer service you received from CAP.

For additional information, go to [CAP Services](#).

### STEP 1

### STEP 2

### STEP 3

### STEP 4

### STEP 5

#### Needs Assessment

Examine your  
job requirements Assistive  
and functional technology

#### Accommo- dation Solution

#### Request Submission

Now that you  
have determined  
a solution

#### Training

Learn how to  
best use your  
assistive  
technology

#### Customer Care

Discover how  
CAP ensures  
you receive  
excellent service



Enter your E-mail

Submit

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## Accommodation Process

[Overview](#)[Needs Assessment](#)[The Job](#)[The Individual](#)[Accommodation Solution](#)[Request Submission](#)[Training](#)[Customer Care](#)**STEP 1****STEP 2****STEP 3****STEP 4****STEP 5**

### Needs Assessment

Accommodating Persons with Disabilities:  
The Needs Assessment Process

Choosing appropriate accommodations is best done on a case-by-case basis. It is important to recognize that people with disabilities have different capabilities and varying degrees of disabling conditions. Accommodation needs must be evaluated in light of a person's job functions and technical environment (e.g., workstation configuration). To ensure that the appropriate accommodations will be provided, a needs assessment should be conducted addressing three areas: The Job, The Individual, and The Solution.

Before you begin the CAP Accommodations Process, please check to see if your Agency has an [Assistive Technology Center](#) that could assist you with your needs assessment.

#### A. The Job

#### B. The Individual

Start the needs assessment process by... The needs assessment process...





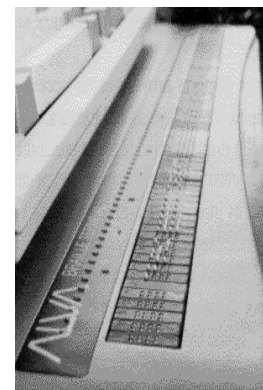
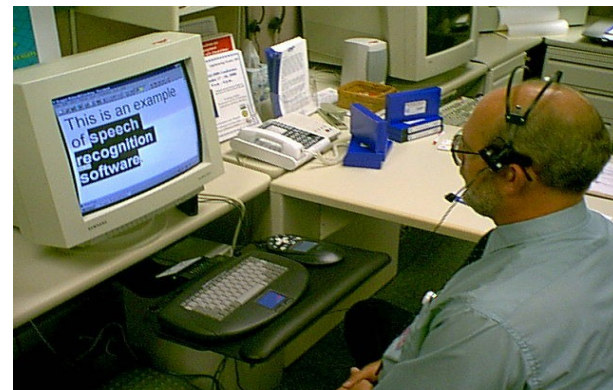


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# CAP Assistive Technology and Services



- Computer input devices
  - Alternative keyboards, pointing devices, voice recognition systems
- Computer output devices
  - Screen readers, large monitors, Braille terminals
- Telecommunication devices
  - PC-based TTYs
- Assistive listening devices
  - Personal amplification devices, amplified handsets
- Alternative forms of documentation
  - Braille, large print, electronic
- Captioning services
- Other technology and services to facilitate access





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# Retention



- Memorandum for Heads of Executive Departments and Agencies: Employing People with Significant Disabilities to Fill Federal Agency Jobs that can be Performed at Alternate Work Sites
  - Healthy Work Practices
  - Workers' Compensation
  - Telework
- AT centers / CAPTEC
  - Assist supervisors and individuals in choosing appropriate computer and electronic accommodations
- Training centers
- Career development / promotions





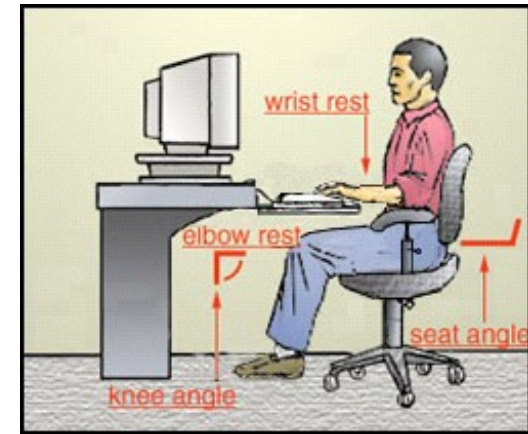
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# Healthy Work Practices



## Disability Prevention

- Target Audience
  - Employees, supervisors, and employees with disabilities that may develop ergonomic disabilities
- HWPP Information Dissemination
  - Training / workshops
  - Workplace Ergonomics Reference Guide & Slide Rule
- Needs Assessments and Demonstrations
  - CAP Website Needs Assessment Process
  - Individual/group evaluations
  - CAP Technology Evaluation Center (CAPTEC)



## Disability Accommodation

- Target Audience
  - Individuals that have developed a Musculoskeletal Disorder, Cumulative Trauma Disorder, Repetitive Stress Injury or Carpal Tunnel Syndrome





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# Workers' Compensation



- Assist Workers' Compensation claimants in the return-to-work process
  - Team with WC officials to evaluate needs of employee
  - Explore methods of working in a safer environment
  - Provide necessary accommodations to enhance productivity
    - Alternate dispute resolution
  - Telework options
- Workers' Compensation -- ***A different kind of green!***





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# Telework



- All populations benefit
- Increase morale
- Successful telework experiment
  - Olympics
  - Oklahoma City
- Getting to green...
  - Diversity
  - Workers' Compensation
  - Disability retirement



**www.telework.  
gov**

Interagency  
Telework/Telecommuting  
Site





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# Training/Career Development

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- Do you have onsite training centers?
- Do you set aside resources to ensure these training centers and experiences are accessible to all?
- Do you work with your Equal Opportunity offices to ensure that the training facilities receive training on access-related issues?
- Do you include people with disabilities as a targeted minority population in your training and senior executive succession planning?



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# Engage Management

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- Getting to Green – Human Capital Scorecard
  - Focus on disability management-related items
- Review annual human capital strategic plan
- Review your role in the plan
- ***Provide actions to support the plan - focus on your agency's needs***

Current Status

Progress in Implementation

	Human Capital	Comp. Sourcing	Financial Mgmt.	E-Gov	Budget/ Perf.
AGRICULTURE	●	●	●	●	●
COMMERCE	●	●	●	●	●↑
DEFENSE	●↑	●	●	●	●↑
EDUCATION	●	●	●	●↑	●
ENERGY	●↑	●	●↑	●↑	●
EPA	●	●	●↑	●↑	●
HHS	●	●	●	●	●
HOME AND	●	●	●	●	●
HUD	●	●	●	●	●
INTERIOR	●	●	●	●	●
JUSTICE	●	●	●	●	●
LABOR	●	●	●↑	●	●↑
STATE	●	●	●	●	●
DOT	●	●	●	●	●
TREASURY	●	●	●	●	●

Human Capital	Comp. Sourcing	Financial Mgmt.	E-Gov	Budget/ Perf.
●	●	●	●	●
●	●	●	●	●
●	●	●	●	●
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●	●	●	●	●



Results.Gov

• Did your disability management plan impact your agency's scorecard?



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# Q & A

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# Increase the Possibilities



***Green!***

***Report Results***

***Engage Management***

**Recruitment**

**Hiring Accommodation**

**Retention**

***Define Human Capital Needs & Create Disability Management***



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# CAP is Accessible

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- CAP Office            703-681-8813 (Voice)  
                              703-681-0881 (TTY)
- Fax            703-681-9075
- CAPTEC        703-693-5160 (Voice)  
                              703-693-6189 (TTY)
- E-mail            [cap@tma.osd.mil](mailto:cap@tma.osd.mil)
- WWW   [www.tricare.osd.mil/cap](http://www.tricare.osd.mil/cap)